

AMENDMENTSRECEIVED
CENTRAL FAX CENTER

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In the Claims

Please cancel claims 2, 14-21, 30-31, and 47 without prejudice.

5 Please amend claims 1, 22, 29, 32, 34, and 38-43 as shown herein.

Claims 1, 3-13, 22-29, and 32-46 are pending and are listed following:

1. (currently amended) A diagnostic service system,
comprising:
- 10 a printing device configured to self-determine a need for technical
support;
- a technical support system configured to receive information from the
printing device via a network communication link that couples the printing
device directly to the technical support system, the information from the
15 printing device corresponding to the self-determined need for technical
support;
- the technical support system further configured to determine a solution
for the printing device in accordance with the received information; and
- the printing device further configured to receive the solution from the
20 technical support system and implement the solution to resolve the need, the
solution being received from the technical support system via the network
communication link.

2. (canceled)

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3. (original) A diagnostic service system as recited in claim 1, wherein the technical support system is configured to receive the information from the printing device as part of an email message.

5 4. (original) A diagnostic service system as recited in claim 1, wherein the printing device is configured to receive the solution as part of an email message.

10 5. (original) A diagnostic service system as recited in claim 1, wherein the technical support system is further configured to compare the received information with descriptions of device needs for technical support to determine the solution, each description of a device need for technical support corresponding to one or more solutions.

15 6. (original) A diagnostic service system as recited in claim 1, further comprising a database configured to maintain one or more descriptions of device needs for technical support, and one or more solutions corresponding to a particular description of a device need for technical support.

20 7. (original) A diagnostic service system as recited in claim 1, wherein the technical support system is further configured to maintain the received information and generate a corresponding reference identifier, and wherein the printing device is further configured to receive the reference identifier.

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8. (original) A diagnostic service system as recited in claim 1, wherein the printing device is further configured to initiate communication with the technical support system and provide the information to the technical support system.

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9. (original) A diagnostic service system as recited in claim 1, wherein the printing device is further configured to provide the information to the technical support system without user interaction with the printing device.

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10. (original) A diagnostic service system as recited in claim 1, wherein the printing device is further configured to render a notification of the self-determined need for technical support, and wherein the printing device is further configured to provide the information to the technical support system after receiving an instruction to said provide the information.

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11. (original) A diagnostic service system as recited in claim 1, wherein the printing device is further configured to render instructions for user interaction with the printing device to said implement the solution.

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12. (original) A diagnostic service system as recited in claim 1, wherein the printing device is further configured to render printed instructions for user interaction with the printing device to said implement the solution.

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13. (original) A diagnostic service system as recited in claim 1, wherein the printing device is further configured to download an Internet resource to said implement the solution.

14-21. (canceled)**22. (currently amended)** A printing device, comprising:

5 a diagnostic component configured to self-determine a need of the printing device for technical support;

an interface component configured to initiate communication with a technical support system to provide information corresponding to the self-determined need for technical support, the communication with the technical support system being initiated via a network communication link that
10 couples the printing device directly to the technical support system which determines ~~determining~~ a solution to the need in accordance with the information;

the interface component further configured to receive the solution from the technical support system via the network communication link; and

15 a diagnostic component configured to implement the solution in the printing device to resolve the need.

23. (original) A printing device as recited in claim 22, wherein the interface component said initiates communication and provides information
20 without user interaction with the printing device.

24. (original) A printing device as recited in claim 22, wherein the diagnostic component said implements the solution without user interaction with the printing device.

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25. (original) A printing device as recited in claim 22, further comprising a display device configured to render a notification of the self-determined need for technical support, and wherein the interface component said initiates communication after receiving an instruction to said
5 provide the information.

26. (original) A printing device as recited in claim 22, further comprising a printing assembly configured to print a notification of the self-determined need for technical support, and wherein the interface
10 component said initiates communication after receiving an instruction to said provide the information.

27. (original) A printing device as recited in claim 22, further comprising a display device configured to render instructions for user
15 interaction with the printing device to said implement the solution.

28. (original) A printing device as recited in claim 22, further comprising a printing assembly configured to print instructions for user interaction with the printing device to said implement the solution.

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29. (currently amended) A method, comprising:

~~with an electronic device~~, self-determining a need for technical support
in a printing device;

5 providing communicating information corresponding to the need for
technical support to a technical support system, the information being
communicated via a network communication link that couples the printing
device directly to the technical support system;

receiving a solution to the need for technical support from the technical
support system via the network communication link; and

10 implementing the solution in the printing device to resolve the need.

30-31. (canceled)

32. (currently amended) A method as recited in claim 29,
15 wherein said providing communicating comprises providing communicating
the information to the technical support system as part of an email message.

33. (original) A method as recited in claim 29, wherein said
receiving comprises receiving the solution as part of an email message.

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34. (currently amended) A method as recited in claim 29,
further comprising initiating communication with the technical support system
without user interaction with the ~~electronic~~ printing device, said initiating
communication to provide the information.

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35. (original) A method as recited in claim 29, further comprising rendering a notification of the need for technical support and initiating communication with the technical support system after receiving an instruction to provide the information.

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36. (original) A method as recited in claim 29, further comprising printing a notification of the need for technical support and initiating communication with the technical support system after receiving an instruction to provide the information.

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37. (original) A method as recited in claim 29, further comprising determining the solution by comparing the information with descriptions of device needs for technical support, each description of a device need for technical support corresponding to one or more solutions.

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38. (currently amended) A method as recited in claim 29, further comprising generating a reference identifier corresponding to the information, the technical support system maintaining the information and providing the reference identifier to the ~~electronic~~ printing device.

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39. (currently amended) A method as recited in claim 29, wherein said implementing comprises rendering user instructions for user interaction with the ~~electronic~~ printing device to said resolve the need.

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40. (currently amended) A method as recited in claim 29, wherein said implementing comprises printing user instructions for user interaction with the ~~electronic~~ printing device to said resolve the need.

41. (currently amended) A computer-readable medium comprising computer executable instructions that, when executed, direct an ~~electronic~~ a printing device to perform a method, comprising:

- 5 self-determining a need for technical support;
 initiating communication with a technical support system;
 ~~providing~~ communicating information corresponding to the need for technical support to the technical support system, the information being communicated via a network communication link that couples the printing
10 device directly to the technical support system;
 receiving a solution to the need for technical support from the technical support system via the network communication link; and
 implementing the solution to resolve the need.

- 15 42. (currently amended) A method, comprising:
 with a printing device, self-determining a need for technical support;
 initiating communication with a technical support system without user interaction of the printing device;
 ~~providing~~ communicating information corresponding to the need for
20 technical support to the technical support system, the information being communicated via a network communication link that couples the printing device directly to the technical support system;
 receiving a solution to the need for technical support from the technical support system via the network communication link; and
25 implementing the solution to resolve the need.

43. (currently amended) A method as recited in claim 42,
wherein:

said initiating comprises initiating with the printing device;

5 said ~~providing~~ communicating comprises ~~providing~~ communicating with
the printing device;

said receiving comprises receiving with the printing device; and

said implementing comprises implementing with the printing device.

44. (original) A method as recited in claim 42, further comprising
10 determining the solution by comparing the information with descriptions of
device needs for technical support, each description of a device need for
technical support corresponding to one or more solutions.

45. (original) A method as recited in claim 42, wherein said
15 implementing comprises displaying user instructions for user interaction with
the printing device to said resolve the need.

46. (original) A method as recited in claim 42, wherein said
implementing comprises printing user instructions for user interaction with the
20 printing device to said resolve the need.

47. (canceled)